

Our mission is to strive to provide high quality of care that is compassionate and focused on the patient as an individual, a family member and a member of the larger civic community. We are qualified to provide a wide range of services in the OB-GYN field. If further specialty care is required, we will work to ensure your access to that level of care.

### What are the office hours?

Monday - Friday 7:30 am - 4:30 pm Closed on Weekends & Holidays

### How do I become eligible to receive your services?

Gynecology: Patients are seen by referrals made after evaluation by a provider. Once the clinic receives the request for consultation, the nurse will contact you to schedule an appointment.

Obstetrics: Any patient who has a positive test pregnancy is automatically admitted in our system until six weeks Post Partum.

## How do I make an appointment?

The OB-GYN appointment line is available Monday-Friday by calling 256-7396, 7397, or 7398. Acute illness and same day appointment requests are referred to clinic nurses to determine the level of care needed.

# Do you offer walk-in care?

No, unless it is an emergency, otherwise the patient may call for a same day appointment.

# If I don't need an appointment, but would like to speak to someone, who do I call?

During office hours, Monday through Friday, 7:30 am to 4:30 pm, we have a Telephone Triage Nurse to answer health concerns, test results or medication questions. To speak to the nurse, please call the appointments lines 256-7396, 7397, or 7398.

### If I need help after hours, who can I call?

If you are less than 20 weeks pregnant, you can contact the TRICARE Health Care Information Line, 1 - 800 - 941 - 4501, option 3 has a nurse available 24 hours a day for medical questions. Or you can call the Scott Hospital's Emergency Department at 256-7595.

If you are greater than 20 weeks, please contact St. Elizabeth's Hospital at 234-2120.

## I need to renew my prescription, who can I call?

GYN Patients - For prescription renewals please call your Primary Care Manager. You will need to pick up your prescriptions at the Main Pharmacy, located in the hospital.

OB Patients - Call the OB/GYN clinic for an appointment to be evaluated by a provider.

If you need to refill a current prescription, please call the Refill Pharmacy (618) 256 - 7400. You will need to pick up your refill at the Refill Pharmacy, located at Building 1610, off Ward Drive. \*\* After July 1st the Refill Pharmacy will be located at Building 1948 (the old Scotty's) across from the James Gym on Winters Street.

### I need a referral, who do I call?

The OB-GYN clinic is specialty clinic. If further specialty care is required, we will work to ensure your access to that level of care.

#### Who is in the OB-GYN Team?

Your Healthcare Team is made up from the following medical professions:

- Obstetricians-Gynecologists
- Nationally Certified Nurses Midwifes
- Nationally Certified Nurses Practitioners
- Registered Nurse Certified International Lactation Consultant
- Nurses who are licensed Registered Nurses (RNs) or Practical Nurses (LPN's)
- Medical Technicians who are certified Emergency Medical Technicians